

Building Summary Report

For Official Use Only

2010 GSA Tenant Satisfaction Survey	Overall Satisfaction and Indices
5000 WISSAHICKON AVE, PA0515ZZ	

Overall Satisfaction	# of Resp.	Very Dissatisfied			Very Satisfied		% Satisfied (4, 5)	Change from Previous	% Satisfied (4, 5)	
		1	2	3	4	5				
Overall Satisfaction	2010	448	2%	4%	20%	48%	26%	75%	7	<div>75%</div>
	Previous	197	1%	7%	25%	53%	15%	68%		<div>68%</div>

Index Scores		# of Resp.	Mean	Change from Previous	Mean
First Impressions	2010	447	4.22	0.08	4.22
	Previous	197	4.14		4.14
Indoor Environment	2010	448	3.25	0.21*	3.25
	Previous	197	3.04		3.04
Cleaning	2010	448	3.56	0.16*	3.56
	Previous	197	3.40		3.40
Maintenance	2010	448	3.74	0.16*	3.74
	Previous	197	3.58		3.58
Security	2010	442	4.23	0.19*	4.23
	Previous	195	4.04		4.04
Elevators	2010	430	3.90	0.04	3.90
	Previous	188	3.86		3.86
Building Mgmt. Staff	2010	388	4.07	0.22*	4.07
	Previous	154	3.85		3.85

* Significant change from previous measurement
Data shown only if 5 or more cases

2010 GSA Tenant Satisfaction Survey	Individual Items
PA0515ZZ	

Attributes	% Satisfied (4, 5)	
	2010	Previous
First Impressions		
Attractiveness of appearance	85%	85%
Grounds/Landscaping	91%	85%
Attractiveness of common areas/public space	77%	76%
Directional signs	75%	72%
Handicapped accessibility	85%	81%
Indoor Environment		
Ventilation	44%	38%
Temperature, Summer	41%	31%
Temperature, Winter	40%	32%
Quality of indoor air	40%	39%
Restroom ventilation	44%	40%
Noise level	73%	64%
Cleaning		
Elevator cleanliness/appearance	76%	74%
Restroom supplies	51%	48%
Restroom cleanliness	37%	36%
Lobby/Common areas	77%	75%
Work space	60%	55%
Time of cleaning	54%	42%
Maintenance		
Lighting	77%	72%
Restroom Operations/Function	52%	49%
Quality of Building maintenance/upkeep	66%	59%
Quality of Repairs/Service calls	67%	62%
Timeliness of Repairs/Service calls	64%	59%

Data shown only if 5 or more cases

2010 GSA Tenant Satisfaction Survey	Individual Items - Continued
PA0515ZZ	

Attributes	% Satisfied (4, 5)	
	2010	Previous
Security		
Security in this building	83%	74%
Attentiveness of security personnel	83%	79%
Responsiveness to security questions and issues	86%	78%
Elevators		
Waiting time	66%	62%
Dependability	76%	75%
Ride quality	80%	80%
Building Management Staff		
Accessibility—able to reach	82%	74%
Courtesy	83%	82%
Knowledge of building and systems	83%	74%
Timeliness of response	77%	68%
Follow-up communication	75%	72%
Understanding tenant needs/requirements	79%	71%
Procedures need to go through to get service	76%	66%
Professionalism	83%	80%

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